

Water Heater

Klasse Series 6, 10, 15 and 25 Litres

WORLD'S NO.1

MANUFACTURER OF WATER HEATERS





Longer warranties.



EXPERT SERVICE

1800-103-2468/1860-500-2468

🖁 +**91 99410 32468** (Send SMS) or

aosmithcs@aosmithindia.com

Monday to Friday: 9 a.m. to 8 p.m. Saturday & Sunday: 9 a.m. to 6 p.m.

For calls registered at A. O. Smith Call Centre before 4 p.m. only. Available only in select cities. For more details, please call our 1800-103-2468/1860-500-2468 or log on to www.aosmithindia.com

User Guide



Congratulations!

And welcome to the A. O. Smith family.

We would like to thank you for the trust you have shown in choosing an A. O. Smith Water Heater. You can be sure it will live up to your expectations. Thousands of delighted users all over the world trust A. O. Smith Water Heaters for their families. This user guide will introduce you to your Water Heater. Follow the instructions carefully and look forward to enjoying long years of trouble-free service.

A. O. Smith is a company known for its innovative technologies and energy-efficient solutions. Ours are the only Water Heaters with the Blue Diamond® Glass Lining for the inner tank. This cutting-edge technology prevents sediment and scaling, fights corrosion and extends the life of your Water Heater.

Our customer-centric approach manifests itself in many other ways too. If you need any information or assistance with your Water Heater, just call us from any phone, anywhere in the country to our Customer Care No. 1800-103-2468/1860-500-2468.

Or

Factory Address:

A. O. Smith India Water Products Private Limited (formerly known as A. O. Smith India Water Heating Private Limited)
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.

CIN: U31909KA2006PTC040282

About A. O. Smith

A. O. Smith India Water Products Private Limited was established in 2006. Since then, the A. O. Smith team has conducted numerous focus group studies and spent endless research hours determining what India wanted in a Water Heater. Backed by 75 years of proven technological advances, A. O. Smith India has created a stylish design with features demanded by the Indian consumer.

The A. O. Smith plant with manufacturing facilities spread over 76,000 sq. ft. is located on 20 acres, just outside Bengaluru, in the KIADB Industrial Area, Harohalli. The India operations is the 16th A. O. Smith manufacturing facility worldwide. In 2013, additional 150,000 sq. ft. was added in Bengaluru factory. A. O. Smith's India plant has extensive engineering and technical resources and has the latest technologies incorporated. A. O. Smith is the first manufacturer to invest in and produce glass-lined Water Heaters in India.

Today, A. O. Smith Corporation is one of the largest Water Heater manufacturers in the world and is a global leader in innovative technology and energy-efficient solutions.

What's in the box?

Electric Water Heater



User Guide



Wall Mounting Accessories



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Read Before Operation

On Receipt

It is our policy to promote safe delivery of all orders. This product shipment has been thoroughly checked, packed and quality certified before leaving our factory.

Visible Loss or Damage

If any of the goods called for on the bill of lading or express receipt are damaged or the quantity is short, do not accept them until the freight or express delivery agent makes an appropriate notation on your freight bill or receipt.

Concealed Loss or Damage

When a shipment has been delivered to you in apparent good condition, but upon opening the packaging if any loss or damage has taken place while in transit, inform the carrier's agent/ A. O. Smith representative immediately.

About this manual

This manual is a guide to good practice for operating and periodic maintenance of the A. O. Smith Klasse Series Water Heater.

Do not operate the Water Heater before reading the user manual.

Please follow the instructions in this manual to ensure personal safety and proper operation of this product. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

General

Safety

Your safety and the safety of your loved ones is paramount. There are several safety-related messages in this manual, which have been provided during various steps such as the installation, operation and maintenance of your Klasse Series Water Heater. These messages point out the potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this user manual.

A	This is the safety alert symbol. This symbol alerts you to the potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING".
▲ DANGER	Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
▲ WARNING	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
▲ CAUTION	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage.

WARNING

DO NOT use this Water Heater if any part has been under water. Immediately contact an Authorised Service Technician to inspect the Water Heater and contact A. O. Smith Service personnel to replace any part of the control system which has been under water. Failure to follow this instruction can result in property damage, serious injury or death.

Important

These instructions have been written as a guide for the proper installation and operation of your Water Heater. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that the Water Heater must be installed by an Authorised Service Technician.

Before proceeding with the installation instructions:

- Inspect the Water Heater and its component parts for possible damage. Do Not install or attempt to repair any damaged component parts. If you detect any damage in the Water Heater, please contact the dealer where the Water Heater was purchased or call A. O. Smith Customer Care Centre.
- Verify that the voltage being supplied corresponds to that which is marked on the Water Heater manual.

Specifications

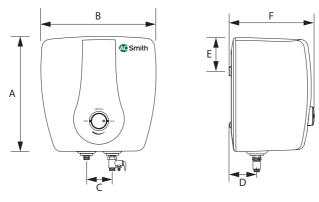
Model		HSE-SDS				
Volume [L]		6	10	15	25	
Power [W]		2000				
Voltage/Frequency [V/Hz]		230~/50				
Actual Stdg. Loss [kWh/24h/45°C diff.]		0.280	0.340	0.451	0.550	
Reheating Time for 35°	°C rise [in min.]	6 11 12 22		22		
Temperature range [°C]	25-75*				
Rated water pressure	N/cm ²	80				
nated water pressure	Water head (metres)	80				
Inlet/Outlet connections [inch]		½ BSP				
Net Weight (kgs)		6.3 8.2 9.8 13			13	

^{*}The set temperature may vary \pm 5 °C.

Dimensions

Model	6 Ltrs.	10 Ltrs.	15 Ltrs.	25 Ltrs.
A [mm]	317	373	373	444
B [mm]	317	373	373	444
C [mm]	100	100	100	100
D [mm]	85	95	125	125
E [mm]	105	120	130	135
F [mm]	258	277	348	383

Figure 1

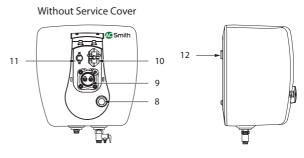


Note: Actual product may vary from the image shown.

Figure 2







Part	Description	Part	Description
1	Cold water inlet pipe with diffuser	7	Red Cap
2	Hot water outlet pipe	8	Anode
3	Multi-function Safety Valve*	9	Heating Element
4	Temperature Control Knob	10	Thermal Cut-out
5	Decorative Front Panel	11	Thermostat
6	Blue Cap	12	Wall Mount Slot

A CAUTION

*Multi-function Safety Valve has been factory fit with the Water Heater and set at 0.8 MPa (8 Bar) rated pressure.

⚠ WARNING

Do not tamper or detach the Multi-function Safety Valve from the Water Heater.

Key Features



Blue Diamond® Glass Lining

Blue Diamond® technology increases the life of the inner tank. The lining is stronger and more corrosion resistant than any other in the industry.



Long-lasting Glass Coated Heating Element

Scale and sediment build-up on the surface of the element can lead to premature failure. A. O. Smith Glass Coating helps to prevent scale formation and extends the life of the Heating Element.



Temperature Control Knob

The Temperature Control Knob allows you to set the temperature anywhere between 25°C to 75°C.



Long-lasting Anode Rod

A customised alloy that works in different Water Conditions, protects the tank and heating element from corrosion, has twice the lifespan compared to a regular magnesium anode.



Thermal Cut-out

If the water temperature exceeds the highest preset level, the thermal cut-out cuts off the power supply to assure safety.



Multi-function Safety Valve

The Multi-function Safety Valve is designed to automatically relieve pressure and discharge water in case the pressure overshoots the preset limits.



Energy-efficient PUF Injection Technology

The advanced PUF process ensures uniform foam distribution. Zero gaps between tanks and outer cover to avoid heat loss. Thereby hot water is available for longer duration.

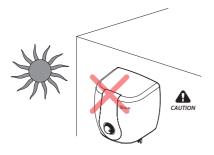
Note: A. O. Smith reserves the right to amend or modify the specifications and features at any time, as and when required without any prior notification.

Safety Precautions

During Installation

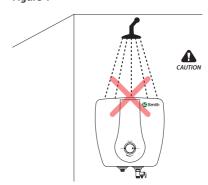
Do not install the Water Heater where there is direct sunlight or rain. It has to be installed indoor only.

Figure 3



Do not install the Water Heater where water splashes on the Water Heater.

Figure 4

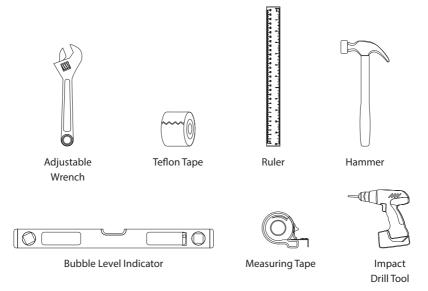


Installation

Before installing, ensure that the following tools are available:

Tools Required

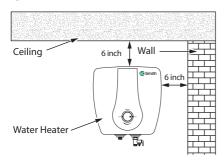
Figure 5



Mounting the Water Heater

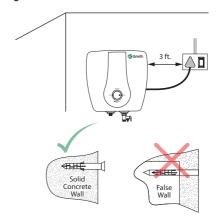
- It is recommended as per IS 302-1 to have
 6 inches clearance from the wall.
- Select a place to mount Water Heater vertically with water connection at the bottom.

Figure 6



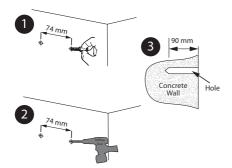
- Water Heater must be located within 3 ft. (approx.) from a 230 V electrical outlet with proper grounding.
- Make sure that the wall can withstand at least twice the weight of the Water Heater when completely filled with water.

Figure 7



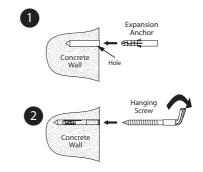
 Use a drill bit with a diameter of 12 mm to drill 2 holes at least 90 mm deep in the wall (Fig. 8: Step 3). The two holes should be aligned horizontally. The horizontal distance between the 2 holes should be 74 mm (Fig. 8: Step 2).

Figure 8



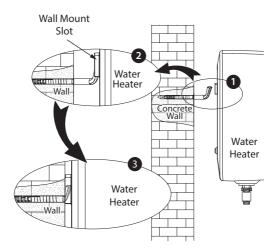
- Insert the Expansion Anchor into the hole (Fig. 9: Step 1).
- Place the Hanging Screw over the Expansion Anchor and tighten the Hanging Screw by rotating it till it gets fixed steadily (Fig. 9: Step 2).

Figure 9



 Place the Water Heater on the Hanging Screw using the Wall Mount Slot (Fig. 10). Tug downwards on the Water Heater to ensure that the Water Heater is fixed steadily.

Figure 10



A

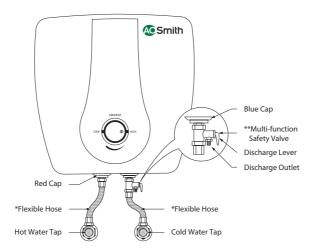
DANGER



Hot water is dangerous, especially for young children, the aged or the disabled. The Water Heater allows you to control the temperature of your hot water. Water temperatures over 52°C can cause severe burns instantly or death from scalds. Do not leave a child or an infirm person in the bath unsupervised.

Connecting to Water Supply

Figure 11 Installation Diagram



- * Flexible Hoses to be procured by the customer, not part of standard product.
- ** Multi-function Safety Valve comes included with the Water Heater.
- Make necessary plumbing with reference to the Installation Diagram (Fig. 11).
- A. O. Smith recommends Nylon/Stainless Steel (SS) braided hoses (Flexible Hoses) having a
 minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- Connect the cold water pipe to the inlet [Blue Cap].
- Connect the hot water pipe to the outlet [Red Cap].

Note: The Multi-function Safety Valve may drip during the usage of the heater. As the water is heated, it expands and tries to flow back through the inlet pipe, but is prevented by the presence of the non-return valve. Hence water may drip from the Multi-function Safety Valve. Therefore, Discharge Outlet is provided to discharge water from the Water Heater. To avoid dripping, it is recommended to install non-return valve at a distance of at least 40 feet away from the inlet of the Water Heater.

A CAUTION

- The Multi-function Safety Valve should never be removed or blocked by any means to
 prevent it from dripping or releasing the excess pressure inside the heater. Failure to do so
 may result in damage to the Water Heater and injuries to the user. This will also make the
 warranty null and void.
- Discharge Outlet is provided to release the discharge from the Water Heater in case
 excessive pressure is developed. The contents of the discharge from the Multi-function
 Safety Valve may be hot and may cause burns to the users and damage nearby objects,
 therefore it is recommended to take precautions while discharging water from the Water
 Heater.
- It is recommended to operate the Discharge Lever in the Multi-function Safety Valve on a regular basis to ensure that there are no blockages and also to remove any lime deposits that would have been formed inside the Water Heater.
- Ensure that the Water Heater is in power OFF condition when the Discharge Lever is being operated. Ensure that the water is filled completely in the Water Heater before switching it ON.
- Make sure a suitable Teflon Tape is used for all plumbing connections to prevent leakage.
- Use only Nylon/Stainless Steel (SS) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- Failure to follow this instruction can result in property damage.

Operation

Filling the Water Heater Tank

- 1. Open a nearby hot water faucet to permit air to escape.
- 2. Open the cold water inlet valve fully, filling the Water Heater and the piping.
- 3. Close hot water faucet when water flows.
- 4. Check all the connections to see if there is any leakage. In case of a leakage, drain the Water Heater completely, repair the leaking joint and then refill the Water Heater.

Figure 14



CAUTION

- This Water Heater should not be operated with insufficient amount of water. Failure to do so may result in damage to the Water Heater and injuries to the user. This will also make the warranty null and void.
- Once the Mounting, Multi-function Safety Valve, Plumbing and Water filling is completed, then only the power supply should be switched ON.
- Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc., but use a soft, dry cloth to clean the Water Heater.

Connecting to Electrical Supply

The power cord and plug are connected with this Water Heater. Find a separate socket for power plug and make sure the socket is in firm contact with the plug. Ensure that reliable earthing has been done.

Figure 15



A

CAUTION

- Connect the Water Heater using independent sockets, do not use any adapters. Use multimeter to check whether the live line and neutral line are not reverse, to ensure complete safety.
- Before installing the Water Heater, confirm that the power of Water Heater matches electric meter capacity and supply wire.
- The Water Heater should be earthed reliably. It is prohibited to connect the earth wire to neutral wire or faucet water pipe.

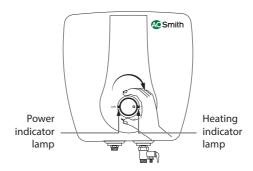
Temperature Control Knob

Switch ON the Water Heater's power supply. The Power indicator lamp glows.

Temperature Setting

Turn the Temperature Control Knob clockwise for the device to commence heating and change the set temperature. The Heating indicator lamp will glow. [The set temperature increases if the Temperature Control Knob is turned clockwise]. Temperature can be adjusted from 25°C to maximum 75°C. Recommended to keep Temperature Control Knob notch position always in medium or above level.

Figure 14



Modes

There are two types of modes depending on the actual water temperature inside the inner tank of the Water Heater:

Heating mode	Standby mode
When the actual temperature of the water is less than the set temperature, it enters into Heating mode. The Heating indicator lamp glows as shown in (Fig. 15).	After the Water Heater reaches the set temperature, it will enter into the Standby mode due to the thermostat cut-off and the Power indicator lamp glows and Heating indicator lamp switch OFF as shown in (Fig. 16).
Figure 15	Figure 16
MIDUM NGH	MEDUAN HIGH

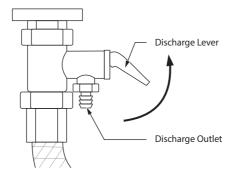
When the temperature of the water drops by 5°C from the set temperature or due to usage of water, the Water Heater again enters into the Heating mode.

Draining the Water Heater Tank

Whenever the Water Heater is not used for an extended period, unplug the unit and drain. If it is below freezing temperature, you will need to unplug the unit and drain it.

- 1. Switch OFF the electric supply to the Water Heater.
- 2. Open the hot water faucet until the water runs cool.
- 3. Close cold water supply.
- Drain the water by lifting the Discharge Lever of the Multi-function Safety Valve upwards. (Fig. 17).

Figure 17



A CAUTION

Please turn OFF the power supply to the Water Heater prior to draining the Water Heater.

Troubleshooting

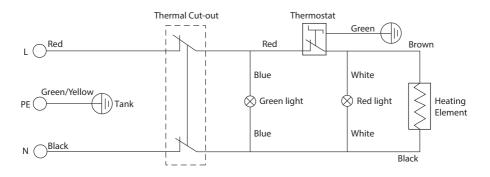
The Water Heater may not operate as desired if used incorrectly or there is a minor cause, even though the product has no fault. In these cases, check the following issues to solve simple problems without help from the Customer Care Centre. If the problem does not solve after checking the following issues, call Customer Care Centre.

Problems	Possible Cause(s)	Solution	
Power indicator lamp and Heating indicator lamp does not glow.	No power supply to the Water Heater.	Check power supply and switch ON electrical switch.	
	Thermal Cut-out has tripped or problem in internal wiring.	Call Customer Care Centre.	
Power indicator lamp and Heating indicator lamp glow but no hot water.	Heating Element breakdown or internal wiring error.	Call Customer Care Centre.	
Water temperature	Improper thermostat operation.	Call Customer Care Centre.	
is too high.	Thermal Cut-out not operating.	Call Customer Care Centre.	
Water heats slowly.	Low Voltage at supply mains.	Check voltage at supply mains.	
	Heating Element is faulty.	Call Customer Care Centre.	
Piping connection leaks.	Connection not sealed.	Re-connect piping, using Teflon Tape.	
Water leakage from product.	Leakage in tank or other parts.	Switch OFF power immediately and call Customer Care Centre.	
Water dripping from Multi-function Safety Valve during heating.	Non-return valve is installed close to the inlet of the Water Heater.	Install non-return valve at a distance of at least 40 feet from the inlet of the Water Heater (Refer page 9), if problem still persists call Customer Care Centre.	
Foul smell from hot water.	Presence of organic matter in input water.	Provide treated water at the input.	
	No usage of hot water for a long time period.	If the Water Heater is not used for an extended period of time, drain the water from the Water Heater. Ensure water is filled back before use of Water Heater.	
	High electrical conductivity of water due to dissolved solids in input water.	Call Customer Care Centre. Anode options available for highly conductive water.	

Note: Call Customer Care No. 1800-103-2468/1860-500-2468.

Circuit Diagram

Figure 19



Warranty

Product Warranty

Your A. O. Smith Water Heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

- The customer will notify the Company promptly about defects noticed and give the Company or its Authorised Service Provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office/Authorised Service Provider along with the original invoice.
- Special warranty from the date of purchase is only applicable for the below mentioned components:

Tank - 7 Years
 Glass-Coated Heating Element - 2 + 2 Years*
 Product Warranty - 2 Years

- Inspection and Test Report of the Company's Office/Authorised Service
 Provider will be treated as final and binding under the warranty for
 determining the defects, repairs/alterations required or carried out, or
 certifying working of the goods thereafter.
- 4. The Company or its Authorised Service Provider will be entitled to retain any defective part replaced under the warranty.
- 5. The Company's liability under the warranty will be limited only to defects which occur under conditions of proper installation, normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to product or the parts by an unauthorised person.

YEARS Warranty on tank



* Register your product with the A. O. Smith Customer Care Centre [1800-103-2468 /1860-500-2468] within 60 days of purchase and you will get an extended warranty on the element [from 2 years to 4 years].

- The Water Heater should not be operated without water inside the tank. This will make the warranty null and void.
- 7. In case of dry heating (Water Heater operated without water inside the tank), if the Water Heater or any component of the Water Heater is damaged, then it will be repaired/changed on a chargeable basis. After any repair or part replacement in the Water Heater, the basic warranty continues as per the actual date of purchase.
- 8. The customer will have no claim under this warranty in respect of any personal injury, damage of property or consequential damages, or for utilisation of the goods not in accordance with the user guide.
- 9. The inner tank and Heating Element need to be cleaned for any deposits/scales periodically from an Authorised Service Technician. This will ensure your Water Heater works efficiently for longer time.
- 10. Anode is not included under warranty, the service life of the Anode is determined by the quality and quantity of the water flowing through. If the Anode is consumed, it needs to be replaced by an Authorised Service Technician for efficient protection of the Water Heater. The warranty on the tank will be null and void.
 - · If the Anode is removed.
 - · If the Anode is not replaced as and when required.
- 11. Warranty does not cover:
 - · Plastic parts.
 - Cleaning of scale deposits inside Water Heater tank as a general service.
 - · Any damages to Water Heater occurring due to site conditions like electrical works and plumbing works.
 - Damage to Water Heater or its surroundings due to non usage of Multi-function Safety Valve, Pressure Reducing Valve or non-recommended reducing valve in plumbing lines.
 - Product installed in direct sunlight exposure or rain or non-serviceable areas (Refer Page 6).
 - Damage to Water Heater at customer house during installation or serviceable procedures by Unauthorised Service Technician.
 - · Any service related issues/replacements due to non A. O. Smith connecting hoses.

General Terms of Warranty

- 1. The "goods" shall mean the goods described in the purchase agreement.
- "The customer" shall mean the original purchaser under the purchase agreement.
- 3. "The Company" shall mean A. O. Smith India Water Products Private Limited.
- 4. The "Purchase Agreement" shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
- 5. "Invoice" shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
- "User Guide" shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

Note: Follow any one for registration of the Extended Warranty

- Call our dedicated Customer Care No. 1800-103-2468/1860-500-2468.
- To register for the warranty details of your Water Heater, visit <u>www.aosmithindia.com</u>

Post Warranty

- 1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
- In case the customer does not wish to enter the Service Contract, he has an option to call our Customer Care Centre and get A. O. Smith Water Heater unit serviced on an actual basis, i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised Service Providers.
- In case of product repair after warranty by Authorised Service Provider, all expenses of transporting the goods to and from the Authorised Service Provider shall be borne by the customer directly.
- 4. If, during such service, it is necessary for the Company or Authorised Service Provider to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

Jurisdiction

The courts of competent jurisdiction at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.

Expert Company Service - Power of 1

- 1. Different models have different service delivery levels.
- Service level mentioned for particular models are applicable for metros and 'A' Class cities, e.g. Delhi and NCR, Bengaluru, Hyderabad, Kolkata, Pune, Goa, Cochin, Chennai, Chandigarh and Ahmedabad.
- 3. Service level deliverables are valid up to city municipal limit only.
- 4. Service level may differ in case of public holidays and unavoidable conditions due to natural calamities, any political and regional regulations.
- 5. Power of 1 valid service is applicable for calls registered at A. O. Smith Call Centre before 4 p.m. only.

Warranty Card

Customer Copy to be retained by the Customer

Invoice Number:	_ Dated:
Unit Serial Number:	
Model: Capacity:	
Customer's Name and Address:	
Ph: Mobile:	E-mail:
Dealer's Stamp and Signature	
Warranty	
Company Copy to be sent back to the Company	
Invoice Number:	
Unit Serial Number:	
Model: Capacity:	
Model: Capacity: Customer's Name and Address:	
Model: Capacity: Capacity:	
Customer's Name and Address:	
Customer's Name and Address:	

Service and Maintenance

For Service needs:

Please contact our A. O. Smith

Customer Care No. : 1800-103-2468/1860-500-2468.

SMS us :+91 99410 32468

E-mail us : aosmithcs@aosmithindia.com

Registered Office

A. O. Smith India Water Products Private Limited (formerly known as A. O. Smith India Water Heating Private Limited)
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.

- Customer Care No. 1800-103-2468/1860-500-2468.
- Website: www.aosmithindia.com CIN: U31909KA2006PTC040282

A. O. Smith enjoys a rich history of achievements. A glimpse at our 143-years history reveals numerous engineering and technical achievements.

















EXPANDING THE WATER FOOTPRINT

In 2015, the company made its foray into the water purification industry with premium residential water purification products.

In just over a year, A. O. Smith water purifiers have been successfully launched in numerous cities all across India. Now adding to the range is the A. O. Smith Green Series with "Highest Recovery 100% RO Water Purifier in India*"







Manufactured by A. O. Smith India Water Products Private Limited

(formerly known as A. O. Smith India Water Heating Private Limited)

Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk, Ramanagara District, Karnataka – 562 112, India.

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